

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

<b>Applicant:</b>	Sridhar Krishnamoorthy	<b>Examiner:</b>	Matthew L. Brooks
<b>Serial No.:</b>	10/796,345	<b>Art Unit:</b>	3629
<b>Filed:</b>	March 9, 2004	<b>Docket:</b>	END920030147US1 (17238)
<b>For:</b>	METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT	<b>Dated:</b>	September 5, 2008

**Confirmation No.:** 1976

Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

**AMENDMENT UNDER 37 C.F.R. §1.111**

Sir:

In response to the Office Action dated June 11, 2008, please amend the subject patent application as follows.

**Amendments to the Claims** are reflected in the listing of claims, which begins on page 2 of this paper.

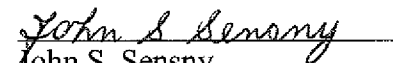
**Remarks** begin on page 9 of this paper.

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**CERTIFICATE OF ELECTRONIC FILING**

I hereby certify that this correspondence is being deposited with the United States Patent & Trademark Office via Electronic Filing through the United States Patent and Trademark Office e-business website, on September 5, 2008.

Dated: September 5, 2008

  
John S. Sensny